

**GENERAL SERVICES DIVISION
AGENCY MAIL SERVICE**

USER GUIDELINE PROCESSES

1. **ADDRESS** - ALL MAIL MUST HAVE A COMPLETE ADDRESS CONTAINING:
 - A. **NAME** OF PERSON (IF TO AN INDIVIDUAL)
 - B. **AGENCY** NAME (COMPLETE, NO INITIALS)
 - C. **BUILDING** NAME (IF KNOWN)
 - D. **STREET** ADDRESS
2. **ALL ENVELOPES** MUST BE SEALED WITH THE FLAPS TUCKED OR TIED.
3. **ALL OVERSTUFFED ENVELOPES** MUST BE TAPED WITH SEALING TAPE.
4. **NO PERSONAL MAIL** - EMPLOYEES MUST NOT USE AGENCY MAIL FOR PERSONAL MAIL. SUCH MAIL IS ILLEGAL AND ANY ABUSE WILL BE REPORTED TO THE AGENCY DIRECTOR.
5. **BULK MAILING** - AGENCIES MUST REMOVE ALL MAIL TO BE HANDLED BY THE U.S. POSTAL SERVICE FROM BULK MAILINGS PRIOR TO RELEASING TO AGENCY MAIL.
6. **4TH CLASS MAIL** – 4TH CLASS MAIL WILL BE PICKED UP BY AGENCY MAIL COURIER FROM AGENCIES IN THE GREATER COLUMBIA AREA AND OUT-OF-TOWN CUSTOMERS. THIS INCLUDES BULK MAILING, FORMS, RECORDS, PRINTOUTS, FILMS OR ANY COMBINATION OF THESE ITEMS.
7. **BOXES CARTONS, AND PACKAGES** - MUST NOT EXCEED FIFTY (50) POUNDS PER CONTAINER. ALL BOXES AND CARTONS MUST BE SECURELY TAPED ON THE TOP AND BOTTOM. PACKAGES SHOULD BE WRAPPED AND TAPED FOR SHIPMENT. EACH CONTAINER MUST HAVE A COMPLETE ADDRESS.
8. **PRINTOUTS** - MUST BE BOXED OR WRAPPED FOR MAILING. WE WILL NOT ACCEPT PRINTOUTS THAT ARE LOOSE OR ATTACHED TO AN ENVELOPE BY RUBBER BANDS OR PAPERCLIPS.
9. **THE SC DEFERRED COMPENSATION COMMISSION** - IS NOT SERVED BY AGENCY MAIL. THIS MAIL MUST BE HANDLED BY THE U.S. POSTAL SERVICE.
10. **MAIL INCORRECTLY DELIVERED BY THE U.S. POSTAL SERVICE** – SHOULD BE RETURNED TO THE U.S. POSTAL SERVICE, NOT AGENCY MAIL.
11. **BOXES OF RECORDS BEING SENT TO THE STATE RECORDS CENTER** FOR STORAGE WILL NOT BE DELIVERED BY AGENCY MAIL. THE RECORDS CENTER AT THE DEPARTMENT OF ARCHIVES AND HISTORY REQUESTS THAT EACH AGENCY CONTACT THEM CONCERNING PROCEDURES TO BE USED.
12. **AGENCY MAIL SERVICE IS FOR THE USE OF PUBLIC AGENCIES ONLY!** AGENCY MAIL CANNOT HANDLE MAIL FOR ORGANIZATIONS, ASSOCIATIONS, AND PROFESSIONAL GROUPS EVEN THOUGH MEMBERS MAY BE PUBLIC EMPLOYEES. THIS IS ILLEGAL USE

OF AGENCY MAIL. MAIL FOR THESE ENTITIES MUST BE SENT THROUGH THE U.S. POSTAL SERVICE.

13. **AGENCY MAIL WILL TRANSPORT COMPUTERS, MONITORS AND KEYBOARDS PROVIDED THEY ARE PACKED SECURELY.** THESE ITEMS WILL BE TRANSPORTED WITH THE UNDERSTANDING THAT THE EQUIPMENT WILL BE DELIVERED TO THE REGULAR DROP SITE. ONCE ITEMS ARE DELIVERED TO THE SITE, AGENCY MAIL WILL NOT BE RESPONSIBLE FOR THE EQUIPMENT. ALL COMPUTER EQUIPMENT WILL BE CHARGED AS 1ST CLASS MAIL.
14. **POTENTIALLY HAZARDOUS MATERIAL SHIPPING GUIDELINES.** ALL SAMPLES AND MATERIALS THAT MAY BE DEEMED TO BE POTENTIALLY HAZARDOUS NEED TO BE PACKAGED AS IF IT WERE BEING SENT VIA THE USPS. ALL MATERIALS ARE TO BE CLEARLY ADDRESSED AND HAVE A RETURN ADDRESS. MATERIALS ARE TO BE CONTAINED IN SUCH A MANNER AS TO CONTROL ODOR DURING TRANSPORT. LIQUID SAMPLES (LAGOON, IRRIGATION RUN OFF, ETC.) MUST BE CONTAINED IN A SEALED CONTAINER TO PREVENT SPILLAGE DURING TRANSPORT. IMPROPERLY PACKAGED SAMPLES WILL NOT BE PICKED UP FOR TRANSPORT. CONTACT AGENCY MAIL FOR ADDITIONAL ASSISTANCE IN DETERMINING REQUIRED SHIPPING GUIDELINES IF THERE ARE QUESTIONS.